

Do you have questions about...	Then you should contact...	The phone number is...
3a <ul style="list-style-type: none"> • The quality of care you received • Your rights and protections under Medicare • How to submit your concerns about medical care or treatment 	Medicare Quality Improvement Organization (QIO) for Indiana – KEPRO QIO Look on the Internet at: www.keproqio.com	1-855-408-8557 (toll free) TDD/TTY for the hearing and speech impaired: 1-855-843-4776
3b <ul style="list-style-type: none"> • Help for low-income persons • In-home medical expenses • Prescription costs • Medicare copayments and deductibles 	Area Agency on Aging (AAA) or State Health Insurance Assistance Program (SHIP) Look on the Internet at: www.iaaaa.org or www.medicare.in.gov	1-800-986-3505 (AAA) or 1-800-452-4800 (SHIP)
3c <ul style="list-style-type: none"> • How to report Medicare Fraud and Abuse. 	Medicare Fraud and Abuse Hotline	1-800-447-8477 TDD/TTY for the hearing and speech impaired: 1-800-377-4950
3d <ul style="list-style-type: none"> • Services available for older persons and persons with disabilities 	Indiana Division of Aging, or Area Agency on Aging (AAA)	1-800-545-7763 or 1-800-986-3505 (AAA)
3e <ul style="list-style-type: none"> • How to file a complaint against your insurance company or agent. 	Indiana Department of Insurance	1-800-622-4461
3f <ul style="list-style-type: none"> • Whom to call for all other questions for senior services. 	Area Agency on Aging (AAA) or State Health Insurance Assistance Program (SHIP)	1-800-986-3505 (AAA) or 1-800-452-4800 (SHIP)

Do you have questions about...

Then you should contact...

The phone number is...

2a

Medicare coverage for durable medical equipment (DME):

- Wheel chairs, hospital beds, walkers, oxygen, etc.
- Where to get a free list of Medicare-approved suppliers

Medicare for DME

Look on the Internet at:

www.medicare.gov or
www.NGSMedicare.com

1-800-MEDICARE

(1-800-633-4227)

TDD/TTY for the hearing and speech impaired: **1-877-486-2048**

2b

- Supplemental insurance (Medigap)
- Which insurance pays first
- Long-term care insurance
- Your medical bills
- Choosing a Medicare managed care health plan
- Finding help with prescription costs*
- How to appeal Medicare payment denials

State Health Insurance Assistance Program (SHIP)

SHIP can give you FREE information or refer you to the right place.

Look on the Internet at:

www.medicare.in.gov

1-800-452-4800

*Call SHIP number above or **1-800-MEDICARE** for more information about the Part D Prescription Drug Benefit.

2c

- Help paying for Medicare Part D premiums

HoosierRx – Indiana's State Pharmaceutical Assistance Program for low-income seniors

Look on the Internet at:

www.in.gov/fssa/elderly/hoosierRx

1-866-267-4679 (toll free) or

1-317-234-1381

2d

- Medicaid eligibility
- Assistance with Medicare costs
- Medicare Savings program

Indiana Family and Social Services

Look on the internet at:

www.in.gov/fssa

1-800-403-0864

Medicare Helpful Tips

1. Ask questions about Medicare coverage you do not understand. Customer Service Representatives are available 24-hours-a-day, 7-days-a-week.
2. By law, your health care provider must file claims with Medicare.
3. Never give your Medicare number to anyone but a health care provider, your supplement insurer, SHIP representative or the Medicare Helpline.
4. The only time Medicare will call you is to get more information.
5. Always report fraud and abuse to Medicare.
6. Never pay the provider or supplier up front, except for deductible or coinsurance, on assigned claims.
7. Be careful when choosing a Medicare Part D Prescription Drug Plan or Medicare Advantage Plan. Call 1-800-MEDICARE or SHIP with questions or concerns.
8. Carefully read your Medicare Summary Notice (MSN) and keep it for at least one year.

www.medicare.gov

1-800-MEDICARE (1-800-633-4227)



LOCAL HELP FOR PEOPLE WITH MEDICARE

For free, impartial help with your Medicare questions, call SHIP.

(800) 452-4800

TDD (866) 846-0139

www.Medicare.IN.gov

MEDICARE Important Phone Numbers



LOCAL HELP FOR PEOPLE WITH MEDICARE

(800) 452-4800

TDD (866) 846-0139

www.Medicare.IN.gov

Then you should contact...

The phone number is...

1a

- Replacing a Medicare card
- How to update a Medicare file (change of address or date of death)
- Enrolling in Medicare
- The Medicare premium amount taken out of your Social Security check

**Social Security Administration (SSA) or
your local Social Security Office**

Look on the Internet at:
www.socialsecurity.gov

1-800-772-1213*

TDD/TTY for the hearing and speech
impaired: **1-800-325-0778 ***

Railroad retirees should call their local
Railroad Retirement Board Offices or
1-877-772-5772

1b

Your Medicare Part A (Hospital) coverage:

- What it pays for hospital care
- What it pays for skilled nursing facility (nursing home) care
- Why your claim was not paid
- Prescription drug coverage

Medicare of Indiana

Look on the Internet at:
www.medicare.gov or
www.NGSMedicare.com

**1-800-MEDICARE
(1-800-633-4227)**

TDD/TTY for the hearing and speech
impaired: **1-877-486-2048**

1c

Your home health and hospice coverage under Medicare:

- Asking about claim

Medicare for Home Health and Hospice

Look on the Internet at:
www.pgba.com or
www.medicare.gov

**1-800-MEDICARE
(1-800-633-4227)**

TDD/TTY for the hearing and speech
impaired: **1-877-486-2048**

1d

Your Medicare Part B (Medical) coverage:

- Asking about a claim
- Doctor's services
- Outpatient care
- Other medical services
- Where to get a free list of Medicare-approved doctors
- Prescription drug coverage

Medicare of Indiana or Railroad Medicare

Look on the Internet at:
www.medicare.gov or
www.NGSMedicare.com

**1-800-MEDICARE*
(1-800-633-4227)**

TDD/TTY for the hearing and speech
impaired: **1-877-486-2048**

*Railroad retirees should call Medicare at
1-800-833-4455 or their local Railroad
Retirement Board